



1B: Fixed Route Policies

1.B.1 Passenger Standee

Approved: March 22, 2011 Revised: April 8, 2013
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POLICY: A GTA fixed-route bus will be considered overcrowded when the number of passenger standees is equal to or greater than 125 percent of its seating capacity. When the 125 percent standard is reached, another vehicle will be dispatched to carry all of the standing passengers on the bus. The bus operator will be responsible for identifying occurrences when the bus is overcrowded and immediately notify the immediate supervisor and operations of an occurrence. Any standee will be given the option of a free ride on the next scheduled bus.

Implementing Procedure

In an effort to maintain safety on GTA's vehicles, passengers are not permitted to stand in the stairwell and/or beyond the yellow standee line. When an operator reaches the maximum passenger capacity, the **Full Bus Load** destination sign will alert the riding public that the bus is full and they will have to wait for the next bus. The following steps will then be followed.

1. Once the operator reaches the maximum passenger capacity, the operator will advise dispatch that they are out of service due to passenger load and provide the route number and location.
2. Dispatch will direct the operator to change their destination sign to "Full Bus Load."
3. Dispatch will advise the operator if assistance is available to support the route.
4. Dispatch will advise customer service the route is out of service, the location and whether or not the route will be assisted.
5. Dispatch will document the following information: name of the operator, the route number, the date and time, the number of standees, the location the **Full Bus Load** destination sign was changed and the description of vehicle dispatched.
6. The Director of Administration will document the cost of the dispatched vehicle on the daily dispatch and standee log.
7. After dropping off passengers, the operator will advise dispatch when the route returns to revenue service.
8. Dispatch will direct the operator to change the destination sign back to the route information and continue the route.
9. Dispatch will notify customer service that the route is back in revenue service.
10. Operations manager will maintain a daily log to track the number of occurrences of overcrowding, and distribute a copy to the Customer Service Manager and Transit Systems Planner.
11. The Operations Manager will distribute a copy of the report to the Customer Service Manager and the Transit Systems Planner by the tenth (10th) of each month.